

OCTOBER 2012

CheckUP

Award-Worthy Rewards

Facts about our Service Excellence

Award recipients, page 8



Say What You Need to Say

Conversations are key to improving our performance and quality



You've probably heard the John Mayer song "Say What You Need to Say," but have you ever really thought about what it means? There are conversations in life—both personal and professional—that are difficult to have. Yet you know once the dialogue takes place, you can reach a common understanding and move forward.

As clinicians, many of you need to have these conversations with your patients on a daily basis. For example, you may need to deliver the news of a life-altering diagnosis or prognosis. Interestingly, research has shown that patients hear what they want to hear, so if you sugarcoat the message, they may walk away misunderstanding the information. We know that this would be a disservice to patients and their families.

Hard conversations with our colleagues are not all that different. We need to be engaged if we want to solve problems and we can't do that if we don't have the courage to start difficult conversations. If the conversation is objective and comes from the heart, you have an opportunity to restore time, trust and teamwork and ultimately solve the problem that needs to be addressed. On the contrary, a conversation that doesn't start with heart can create confusion, frustration and ultimately lead to even more problems that can affect the quality of care we promise to our community or service we promise to each other.

During this year's Employee Forums, you'll begin to learn how to be engaged and engage others, and say what you need to say—and you'll learn how to do it in a direct but respectful way (story on page 4). You'll be introduced to the concept of how to speak openly, not abrasively, and you'll learn skills that will help you effectively communicate in high-stakes situations, which in the end will lead you to a place of better teamwork.

This is a tenuous time in health care, and difficult conversations are a daily reality. I'm sure we can make the journey more enjoyable if we tackle issues together and work respectfully to reach solutions. In the end, our patients will thank us for it, our colleagues will appreciate it, and you'll go home each night with a sense of pride and accomplishment.

*Terry Capuano, RN
Chief Operating Officer*

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ON THE COVER

Supply chain management's Michelle Henning shows the R&R gifts that won her department a Service Excellence Award.





An Easy Way to Save Money

Debit cards will replace paperwork for colleagues who enroll in a flexible spending account

A flexible spending account (FSA) is a benefit that allows you to set aside a portion of your salary before taxes to pay for certain qualified expenses. Because that portion of your income is not taxed, you end up with more money in your pocket. For example, if your annual salary is \$40,000 and you contribute \$2,500 to your FSA, you save approximately \$550 per year.

Two types of FSAs

A health care FSA can be used for health, dental and vision expenses not covered by our medical or dental plans such as co-pays, deductibles and certain items like eyeglasses. Because of new federal regulations, the maximum amount you can contribute is \$2,500.

A child/elder care FSA, also known as a dependent care FSA, can be used for qualified dependent care expenses

including those related to the care of children age 12 or under, and/or elderly or disabled dependents. The maximum amount you can contribute is \$5,000.

Plan and save

You can start an FSA during open enrollment (Oct. 29- Nov. 16). Before you enroll, determine how much you want to put into your FSA by considering your expected out-of-pocket expenses for both health and dependent care for the next calendar year.

While you can only use as much of your dependent care FSA pledge as contributed to date, your entire health care FSA pledge is available to you on Jan. 1. Plus, you have until March 15 of the following year to spend the money in your account. Any money left in your account at that point will be lost.

New this year: FSA debit card

Beginning Jan. 1, 2013, colleagues who have a health care FSA will no longer have to pay an out-of-pocket expense, submit paperwork and wait to be reimbursed. Instead, you'll receive a Benefits Card. It's a debit card you can use for qualified medical care expenses at any health care merchant that accepts debit cards.

Each time you swipe the card, funds are electronically taken from your FSA for eligible items and services. All you have to do is save your receipts in the event they are requested by Spectrum Administrators or the IRS. You can check your account balance online 24/7 at WebSAI.com. You can request multiple debit cards for your dependents. You'll receive your cards before Jan. 1.

—Amy Hines



Do You Feel Engaged?

When you're emotionally connected to our health network, we're at our best

At his best—Nearly 25 years ago, supply distribution services specialist Jose Gonzalez was severely injured in a helicopter accident while serving as a Ranger in the U.S. Army. Today, he's passionate about helping our patients receive the same quality care he received. Hear his inspirational story—and the stories of other colleagues who are at their best—in this year's Employee Forum video.

Amid the hustle and bustle of Lehigh Valley Hospital–Cedar Crest’s warehouse, Jose Gonzalez answers the ringing telephone. On the line is a colleague from a patient care unit. She needs a specific item to care for a patient and can’t find what she needs on her unit. “What’s the name of the item?” Gonzalez asks, but the colleague doesn’t know. She can only describe what it looks like. Listening closely, Gonzalez figures out what she needs and assures her he’ll deliver it personally and quickly. As Gonzalez moves through the warehouse filled with more than 1,800 patient care items, he knows exactly where to find it. Within minutes, he delivers the item to the unit with a smile, ensuring the patient gets the care he needs.

“I have an important job,” says Gonzalez, a supply distribution services specialist. “I have to make sure colleagues have what they need to care for our patients. We’re all part of the same team.”

Gonzalez is an excellent example of an engaged colleague. “He’s energized by his work, finds a strong sense of accomplishment in what he does and feels that being part of our health network is rewarding,” says Debby Patrick, vice president of human resources. “He trusts colleagues and knows it takes a team to make our mission possible. He listens closely to colleagues, treats them with respect and helps them overcome challenges because he feels empowered to do so. He also earns the trust and respect of his colleagues by helping them be at their best.”

When you’re engaged, you’re at your best and able to help patients and colleagues be at their best. Susan Ockovic, our human resources employee relations specialist, is passionate about educating colleagues and helping them build better relationships. She offers these tips to help you become engaged or engage other colleagues:

● **Ask questions** and welcome colleagues’ ideas and participation.

● **Practice collegiality** and treat all colleagues with respect no matter the circumstances.

● **Feel empowered** to do your job the best possible way.

● **Trust colleagues** to do their best.

● **Share** what you know and allow colleagues to share information with you.

● **Notice colleagues’ good work** and congratulate them on a job well done.

● **Smile** at colleagues, patients and visitors because it goes a long way.

At this year’s Employee Forums, you’ll learn more engagement tips. Specifically, you’ll learn how to recognize when you need to have a difficult—or crucial—conversation with a colleague, as well as how to start the conversation and keep it productive. “By having crucial conversations, you’ll find ways to create more time, trust and teamwork when they are missing,” Ockovic says.

At the forums, you’ll again have an opportunity to have a conversation with president and chief executive officer Ron Swinfard, MD, and other senior leaders. You’ll talk with colleagues about ways you have restored time, trust and teamwork over the past year. You’ll also:

- Receive a free duffle bag
- Enter to win a \$50 Visa gift card (awarded at the end of each forum)
- Get your annual flu shot
- Have an opportunity to receive a health screening

So make plans to attend an Employee Forum for conversations, education and prizes that will help you be at your best.

—Rick Martuscelli

BE AT YOUR BEST 2012 EMPLOYEE FORUM SCHEDULE

Forums will last one hour on the following dates and times:

Tuesday, Oct. 9: 7 a.m. and 5 p.m.

Tuesday, Oct. 16: 2 p.m.

Monday, Oct. 22: 7:30 a.m.

Tuesday, Oct. 23: 5 p.m.

Thursday, Nov. 1: 3:30 p.m.

Friday, Nov. 9: 2 a.m. and 3:30 a.m.
(LVH-CC and LVH-M only)

Monday, Nov. 12: 8 a.m. and noon

Thursday, Nov. 15: 3:30 p.m.

Friday, Nov. 16: 3 p.m.

Tuesday, Nov. 20: 6 p.m.

Monday, Nov. 26: 3 p.m.

Wednesday, Nov.: 28: 1 p.m.

Thursday, Nov. 29: 7 a.m. and 9 a.m.

Friday, Nov. 30: 2 a.m. and 3:30 a.m.
(LVH-CC and LVH-M only)

Monday, Dec. 10: 1 p.m. and 3 p.m.

Tuesday, Dec. 11: 4 p.m.

LOCATIONS

Just pick the most convenient time and go to any of the sites below:

LVH-CC Auditorium

LVH-M ECC-C

LVH-17 Auditorium

LVHN-Mack Blvd. Auditorium

Keep It Flowing

SPPI HELPS IMPROVE PATIENT FLOW IN THE OR



Go team!—Colleagues in operative services, sterile processing (SP) and supply chain management worked together to streamline flow in our operating rooms (ORs). One of the major changes was the creation of a mini supply distribution services right next to the ORs. Jim McDonald, manager of sterile processing, says the team effort is paying off.

Hope Johnson, RN, director of operative services, had a vision. She wanted sterilized surgical instruments and dry goods—things like gauze and surgical drapes—stored closer to the operating rooms (OR) so colleagues didn't waste time running to get things. "I wanted a mini supply distribution services (SDS) at our fingertips," she says.

After months of collaboration with colleagues in operative services, sterile processing (SP) and supply chain management, her vision is reality. It's just one of several changes that has streamlined flow in our ORs.

It started when we launched System for Partners in Performance Improvement (SPPI) in 2008. At that time, SP/OR was introduced as a focused value stream. "We've come a long way and significant strides continue to be taken," says Dorothy Jones, RN, administrator of perioperative service. These changes have affected OR turnover time at all three hospitals and currently are being rolled out to the Fairgrounds Surgical Center. They are kept on track by their SPPI coach Andrew Dordal, who has been working with our perioperative staff at all sites to employ daily management system tools such as visual management, daily metrics, problem solving and huddles. Here's what's been happening:

Sterilization? Not in a flash.

Before SPPI was implemented, two issues were contributing to OR inefficiencies. We didn't have an adequate supply of the most utilized surgical instruments, plus our aging sterilization equipment couldn't keep up with demand. This combination led to delays in surgeries and to an increase in flash sterilization, which is used when there is not enough time for instruments to go through our standard—and superior—sterilization process.

Physical space was another problem. Before the value stream work, dirty instruments were decontaminated in two areas. Dirty instruments went down an elevator to the sterile processing area. After sterilization, they were stored on the same level, which meant someone needed to take an elevator to retrieve a sterilized instrument if it was needed

Running late?—We're working hard to make sure the first surgical case of the day starts on time. Tools like visible daily tracking are helping us start the day off right, so subsequent cases can stay on time too.

Keep it flowing—Patients cannot be moved out of the OR if there is not room in the post-anesthesia care unit (PACU). Work to "stay a bed ahead" in the PACU to avoid holds in the OR is ongoing. Here, technical partner Robert Saville transports a patient from PACU to a patient room.



during surgery. “Form follows function,” Jones says. “We kept that in mind when we revamped and centralized the decontamination process at Lehigh Valley Hospital–Cedar Crest, and when we created the new supply storage area near the OR.” The centralization decreased touch points to ensure instruments consistently went through the same process and avoided flash sterilization.

The learnings were fed forward to all hospitals—and it’s paying off. We’ve reduced our flash sterilization rates by 40 and 50 percent respectively to 6 percent at Lehigh Valley Hospital–Muhlenberg and Lehigh Valley Hospital–Cedar Crest. ORs at Lehigh Valley Hospital–17th Street have reached a 3 percent flash sterilization rate, which is a best practice.

Timing is everything

Flow in the OR can be affected by many things, including whether the first case of the day starts on time, how long it takes to get an operating room ready for the next case, and how quickly patients can be moved from the post-anesthesia care unit (PACU) into a hospital room, creating space for another patient in the PACU.

Currently, there is continued focus on on-time first case starts. Standard work has been developed for all members of the team, from the nurses to the surgeons. Delays in on-time first case starts are tracked daily on a wall in the OR to avoid reoccurrence. “Visible daily tracking allows the team to do on-site problem solving,” Dordal says. After this

change, we now start the day’s first case on time 90.5 percent of the time, and that number is expected to increase.

We’ve improved turnover rate by implementing a project in collaboration with anesthesia that transfers responsibility from the OR nurse to the anesthesia team to transport patients from the OR to PACU, allowing the OR nurse to check on the next patient and help prepare the OR for the next case. Work to “stay a bed ahead” in the PACU to avoid holds in the OR is ongoing. Space and capacity issues have been addressed, and issues with appropriate staffing remain a key focal point. A recent rapid improvement event yielded a plan that’s currently under review.

—Amy Koch

5 Things That Make Our Stars Shine

They personify our PRIDE behaviors, have a passion for better medicine and were honored at our annual Star Celebration gala. They're our Service Excellence Award recipients. Here are five things you should know about these colleagues and teams.

—Rick Martuscelli



COMMUNITY SERVICE AWARD
Inpatient pharmacy
colleagues

- ① Bake, walk, run and host fundraisers to support community organizations
- ② Vaccinate our community at our flu shot clinics
- ③ Sell corsages for our AIDS Activities Office, give food to Hackerman-Patz House guests and collect medication vial caps that are made into badges for chemotherapy patients
- ④ Adopted two miles of I-78 in front of the hospital for cleanup
- ⑤ Mentor students and Girl Scouts about science

SERVICE STAR OF THE YEAR AWARD
Carole Handley, RN

- ① Respected the wishes of a plain community family when they asked to take their loved one home to Kentucky as he neared the end of life
- ② Spent hours educating them how to feed their loved one, who had a feeding tube
- ③ Investigated dosing requirements with nurse practitioners
- ④ Worked with pharmacists to identify medicine that could be administered easily
- ⑤ Carefully positioned the patient in the family's van so his airway would remain open during the journey

THE WALKING ON WATER AWARD
Pamela Tobias

- ① Sprung to action when the Prager Patient Assistance Fund—which helps cancer patients pay for essential non-clinical services—became depleted when 95 patients used it in one year
- ② Told her husband, Matt, a teacher at Salisbury Middle School and advisor of its Interact Club
- ③ Worked with the club to coordinate a dance-a-thon
- ④ Recruited volunteers and made sure the 12-hour event ran smoothly
- ⑤ Graciously accepted a \$10,000 donation from dance-a-thon participants

THE GULDIN AWARD FOR EFFICIENCY AND INNOVATION IN THE PHYSICIAN PRACTICE
Matthew McCambridge, MD

- ① Identified a patient who needed emergent bronchoscopy while monitoring him from the off-site advanced intensive care unit (AICU) at 5:30 a.m.
- ② Formulated a plan with AICU colleagues that would allow him to go the patient's bedside and assist clinicians
- ③ Drove to Lehigh Valley Hospital—Cedar Crest
- ④ Performed the procedure and helped stabilize the patient
- ⑤ Returned to the AICU to complete his shift

MARK YOUNG, MD, SERVICE EXCELLENCE AWARD
Sweetie Jain, MD

- ① Established the 'Medical Home Project' to ensure patients with intellectual and developmental disabilities receive the quality care they deserve
- ② Created the novel "Patients with Disabilities as Teachers" to enhance medical students' educational experience
- ③ Sponsored an art show featuring the work of people living with disabilities
- ④ Brings together patients, families, community leaders and colleagues to address advocacy for people with disabilities
- ⑤ Focuses on abilities—not limitations—of people with disabilities

THE GULDIN AWARD FOR EFFICIENCY AND INNOVATION IN THE CLINICAL WORKPLACE AWARD
Outpatient oncology/
infusion colleagues

- ① Changed processes and reduced by 51 percent the number of patients who arrived with incomplete orders
- ② Reorganized their environment to make it easy to find supplies
- ③ Cut in half the number of patients who wait for treatment
- ④ Continue to achieve above-average patient satisfaction scores
- ⑤ Cared for 25 percent more patients in 18 months without adding space

THE GULDIN AWARD FOR EFFICIENCY AND INNOVATION IN THE NONCLINICAL WORKPLACE AWARD
Human resources colleagues

- ① Implemented a new human resources service delivery model
- ② Launched an online performance management system, eliminating the paper process
- ③ Implemented an online compensation system
- ④ Automated our new hire briefing process, saving time and resources
- ⑤ Redesigned the employee relations function to support colleagues at all levels

PHYSICIAN SERVICE STAR AWARD
John McCarthy, DO

- ① Uses his experience as a cancer survivor to care for patients with cancer in the emergency department
- ② Alleviates patients' fears by sharing his experience
- ③ Gives them his business card and tells them to ask for him if they return
- ④ As medical director of Trappe EMS, drove to Phoenixville Hospital upon hearing a boy had died in a tragic accident
- ⑤ Comforted the family, paramedics and hospital staff by ensuring them they had done everything possible

MOST CREATIVE REWARD AND RECOGNITION PROGRAM AWARD
Supply distribution services
colleagues

- ① Use R&R boxes filled with snacks and gift cards to thank colleagues on the spot
- ② Write thank-you notes, emails and cards to one another
- ③ Celebrate with meals and munchies during Supply Chain Week and throughout the year
- ④ Hold fun events like Easter egg hunts and neighborhood Olympics
- ⑤ Acknowledge colleagues with perfect attendance

What a Way to Rehab

Innovative therapy is effective and fun for patients

For the past few months, Carlos Bowen and Bob Sweeney have spent part of their Monday mornings guarding sheep, stomping on mice and catching grapes falling from the sky. The better they do these tasks, the better they should be able to walk.

That's the goal of their playing the 15 computer games in the OmniVR virtual rehabilitation system, a new therapy innovation in our rehabilitation services department. "These games challenge me," says the 52-year-old Bowen of Whitehall, who suffered a stroke in 2003 and has been working to regain mobility in his left leg and arm.

Bowen spends 30 minutes watching a 42-inch TV screen and playing games designed to make him move and react to achieve his goal—holding off a wolf from a flock of sheep, chasing mice and moles out of a garden, and swallowing up descending food to name a few. He has to move his weak limbs side to side or up and down in order to do so, and a 3-D motion-detecting camera mounted on the TV mirrors those movements. Each game has multiple skill levels relative to the patient's progress.

"I've been doing rehab a long time, and this is completely different from anything I've done" Bowen says. That's the idea.

"In traditional rehab exercises, patients concentrate on their movements to achieve their goals," says physical therapist Nate Diffenbaugh. "Here they concentrate on the games and don't think about their movements, like real life."

The system actually came to our health network by chance. Holly Ehrenfried, program coordinator for industrial rehabilitation, was speaking at the American Occupational Therapy National Conference in Philadelphia where she encountered representatives of Accelerated Care Plus Corporation of Reno, Nev., demonstrating the OmniVR. "It was designed to improve mobility in the elderly, but I could see how it could help us," Ehrenfried says.

Budget limitations made it impossible for Ehrenfried to consider it for the rehab department. So she took the idea to Nadine

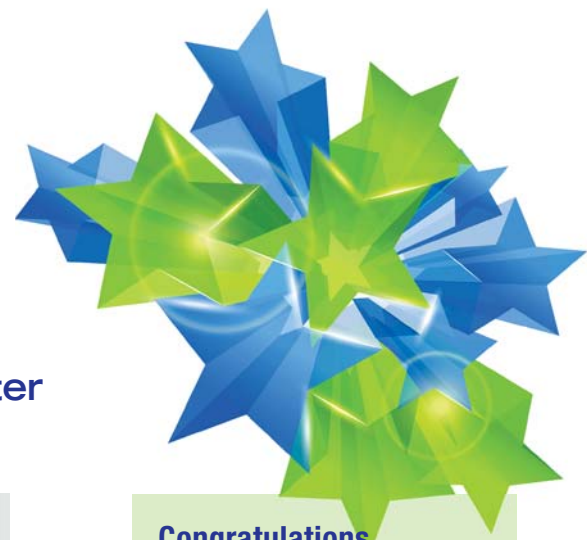
Opstbaum, associate director of information services (I/S). That led to the I/S Wild Ideas Team funding a pilot project to bring OmniVR to the network. Rehab now bills its use as therapy, which easily pays for the system's monthly lease.

Patients have enjoyed it since it was implemented in June. "The first time, the wolf ate all my sheep," says the 80-year-old Sweeney of Fogelsville, who has balance issues since suffering two strokes in 2008. "There's a game where you're walking through a town, and the first time I got run over by two cars and a baby carriage. But after awhile I got better."

—Ted Williams



Food catcher—Carlos Bowen of Whitehall (left) works with physical therapist Nate Diffenbaugh while playing a food-catching video game on the OmniVR virtual rehabilitation system.



Service Star of the Month

Katherine Garistina, RN, Regional Burn Center

Nominated by Mindy Brosious, RN



Caring for a burn patient who has been bedridden and hospitalized for nearly one year is physically and emotionally challenging. Yet Katherine Garistina, RN, of our Regional Burn Center, is able to care for such a patient with empathy and compassion, even though she has only been working in the department for a few months. Each day, Garistina helps the patient face the challenges of a devastating injury, the painful recovery and the emotional trauma on the road to recovery.

When Garistina discovered the patient's birthday was approaching, she did something special to brighten her day. She threw a surprise party. Garistina found out the patient's favorite cake flavor was coconut and bought the cake herself.

Next, she arranged for the patient to get a manicure and had the entire Burn Center staff write encouraging notes and well wishes on a birthday card.

Garistina even bought the patient a present—a shawl to wear over her hospital gown. After the party, the patient said Garistina's attention to detail gave her the first truly happy day she's had since her accident almost a year ago.

"Kathy is really in tune to the needs of her patients and goes the extra mile to make a difference in their lives," says Regional Burn Center patient care coordinator Mindy Brosious, RN. "She's brought a vibrant sense of 'team' to our unit and is always pleasant and thoughtful toward others. Her example is one for all of us to follow."

—Matthew Burns

Congratulations to Award Nominees

James Link, RN,
5C

Rebecca Werner
Pediatric surgery

Anthony Pacelli, RN

Lillian Higgins, RN

Gerald Stauffer, RN

Marissa Lehr, RN

Nicole Meyers

Shana Konek

Emergency department,
Lehigh Valley Hospital—
Cedar Crest

Padraic Colley

Trauma/neuro intensive
care unit

Laura Williams

Respiratory therapy

Matthew Shook

Medical records

Kimberly Thompson

Hackerman-Patz House

Janice Wieand-Heckman

Pediatric unit

Things to remember when nominating a Service Star:

- Choose a colleague or a team of colleagues.
- Tell a story. Specifically explain how the colleague or team did something extra special.
- You don't have to provide direct patient care to be a Service Star. All colleagues and teams can be nominated.

To nominate a Service Star:

- Visit lvh.com
- Go to the "Find Fast" box
- Click "Service Star Nomination"



Visit Mission Central
on the intranet (lvh.com)
to read the stories of our
Service Star nominees.

She's an Advocate

Sheila Grossett was worried. As a float administrative partner at Lehigh Valley Hospital–Muhlenberg, she'd seen plenty of people having pain. But this time it was her mom, 88-year-old June Hughes of Bethlehem, who finally admitted to experiencing significant pain for six months. Grossett immediately took her mom to the emergency department, where a CT scan revealed a mass in her colon. After surgery and short-term rehabilitation, Hughes is back home feeling better than she has in years. "Mom remembers everything that happened, and says everyone at the hospital was so nice," Grossett says. "She always went to another hospital, but this time she knows she made the right choice."



Are you an advocate for our health network?

If so, call 484-884-0806 or email Ted.Williams@lvhn.org and share your story in *CheckUp*.



Guarding Tomorrow's Superheroes

Sooner or later, you're bound to see it across your TV screen or hear it spoken on the radio: "Guardians of tomorrow's superheroes." It's the theme for our advertising campaign for Children's Hospital at Lehigh Valley Hospital. These superheroes of the future aren't your run-of-the-mill caped crusaders like Batman and Superman. They are children, envisioning themselves at their healthiest, strongest potential. The purpose of the ad campaign is to celebrate our commitment to helping children grow up healthy and realize those dreams. It will be featured across all area mass media platforms and health network communications well into 2013.

WELLNESS ROLE MODEL

Dave Freedman



When we started Well U., there wasn't much debate in the finance department over who its dean of wellness would be. "It was unanimous," says Dave Freedman, department manager. "Everybody knows my passion for fitness." Passion indeed! Dave is up at 4 a.m. six days a week to lift weights, then go running or biking as part of a three-hour workout ritual. He's a very healthy eater, describing one of his daily "smoothies"—a blender mix of spinach, broccoli sprouts, kale, avocado, apple, strawberry, pineapple, walnuts ... the list goes on for awhile—as tasting "better than ice cream." And as a dean of wellness, he's put together a department StairMaster team and a Marathon for Via team, arranged metabolic testing for colleagues, put out a monthly newsletter and created a wellness bulletin board. "Once I start talking to people about good health and fitness, it's hard to stop," Freedman says.

- ▶ For a list of Culture of Wellness programs, visit the human resources website on the intranet (lvh.com) and click "Benefits" and "Culture of Wellness Brochure."
- ▶ To register for Culture of Wellness programs, call **610-402-CARE**.

A Guide to Our Care

Keeping Athletes Safe

Sports cardiologist Matthew Martinez, MD (left), specializes in caring for athletes with heart disease symptoms and determining if they are at increased risk for sudden cardiac arrest. He's visiting local school districts to teach athletes, coaches and parents about the signs and symptoms that may put athletes at risk. This is in reponse to new legislation that requires education about sudden cardiac arrest in athletes. By evaluating athletes' response, specialists in our Sports Cardiology Program can diagnose heart and vascular disease early with the hope of keeping young athletes safe and able to continue playing sports. Martinez also distributed automated external defibrillators (AEDs) to many local school districts as a gift from our Heart and Vascular Center. Schools districts interested in hosting a presentation from Martinez can call 610-402-0783.



I Pink I Can

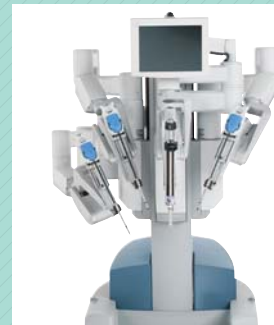
When breast cancer is found early through mammography, your risk for dying from the disease is reduced by at least 25-30 percent. Learn what's new in breast cancer prevention and detection during a panel discussion by our breast health experts on Thursday, Oct. 4 at 6:30 p.m. at Lehigh Valley Hospital–Cedar Crest in the Kasych Family Pavilion. To register, call 610-402-CARE. Panel participants include:

- Priya Sareen, MD
Clearing Up Confusion About Mammograms
- Ann Marie Miller, certified genetic counselor
What's in your genes?
- Kathleen Harris, MD
Hormones and Menopause: The Facts and Myths
- Lori Alfonse, DO
I feel a lump in my breast. What should I do?



Robot Coming to Lehigh Valley Hospital–Muhlenberg

The daVinci robotic surgical system will make its debut at Lehigh Valley Hospital–Muhlenberg this fall. The robot allows our surgeons to perform surgery that leaves a smaller scar, causes less pain and may lead to a faster recovery. Surgeons use the system for specific gynecologic, gynecologic oncology, urogynecologic, urologic, thoracic, general surgical, colon rectal and bariatric surgical procedures.



New LVPG Primary Care Practice in Macungie

Village Lane Primary Care in the Health Center at Macungie will open Oct. 15. David Afzal, DO, a board-certified family medicine physician, will be available to care for new patients. "I enjoy caring for people from all walks of life," he says. "I am very approachable, so you'll find it easy to talk to me about things that may seem embarrassing or uncomfortable to talk about."



Patient-Centered Pediatric Care

Colleagues in Lehigh Valley Hospital–Cedar Crest's pediatric inpatient unit go out of their way to make children as comfortable as possible. By comfortable, we're talking about making it more like home. The child-life team brings age-appropriate activities to every patient's room. Each room has a DVD player and flat-screen TV. Laptops and game systems are available for the asking. It's always lousy for a child to be sick, but colleagues make the process of getting better as pleasant as possible.



WHAT'S HAPPENING

United Way Campaign Kicks Off

Our annual United Way campaign begins Oct. 1. To help kick off the campaign, look for tables outside the cafeterias where you can sign up and receive a Lehigh Valley Health Network thermos as a gift for your participation in the campaign (quantities are limited). The tables will be set up in front of the cafeterias on Oct. 1, 10:30 a.m.-2 p.m. and 4:30-8:30 p.m. at Lehigh Valley Hospital-Cedar Crest, Lehigh Valley Hospital-Muhlenberg and Health Network Laboratories, and from 10:30 a.m.-2 p.m. at Mack Boulevard and Lehigh Valley Hospital-17th Street. If you can't stop by on that date, you can give to the campaign by clicking the United Way icon on your SSO toolbar. The campaign, which benefits people in our community, ends Nov. 30.



Get Help During Open Enrollment

It's time for open enrollment, the period when you select the benefits that best meet the needs of you and your family. **New this year—all colleagues must enroll in order to participate in medical, dental and vision benefits, or a flexible spending account for 2013.** If you don't enroll, you will not be eligible for benefit coverage until Open Enrollment 2014, unless you have a qualifying life event. The open enrollment period will be from Oct. 29 to Nov. 16, 2012.

If you need help choosing your benefits, human resources colleagues are available during these help sessions:

Lehigh Valley Hospital-Cedar Crest, computer lab 1

- Tue., Oct. 30: 7-11 a.m.
- Fri., Nov. 2: 7-11 a.m.
- Wed., Nov. 7: 3-7 p.m.
- Thu., Nov. 8: 12-4 p.m.
- Mon., Nov. 12: 12-7 p.m.

Lehigh Valley Hospital-Muhlenberg, I/S training room

- Thu., Nov. 1: 7-11 a.m.
- Tue., Nov. 6: 12-4 p.m.
- Wed. Nov. 14: 7-11 a.m.
- Thu., Nov. 15: 12-4 p.m.

Lehigh Valley Hospital-17th Street, auditorium

- Wed., Oct. 31: 7-11 a.m.
- Mon., Nov. 5: 8 a.m.-4 p.m.
- Tue., Nov. 13: 12-4 p.m.

Lehigh Valley Health Network-Mack Blvd., LVPG training room (second floor)

- Mon., Oct. 29: 12-4 p.m.
- Fri., Nov. 9: 7-11 a.m.

PRIDE in Our People



More Than Just a Bike Ride

On Sept. 15, hundreds of cyclists hopped on their bicycles at the Lehigh Valley Mall and pedaled until they reached Hershey, Pa. They made the 75-mile trek during the Valley Preferred Tour de Hershey. Proceeds from the ride benefited the Hackerman-Patz House at Lehigh Valley Hospital-Cedar Crest and the Angel 34 Foundation. Each dollar raised supports childhood cancer research, treatment, education and advocacy.

New TV Show

We are partnering with PBS 39 to bring the Lehigh Valley a new TV series on health awareness. The first of the four, three-hour specials will air on Thursday, Sept. 20 at 8 p.m. Endocrinologist Robert McCauley, MD, will be part of a panel discussion on diabetes, and the Helwig Health and Diabetes team will be featured in a story about Camp Red Jacket. Plus, our Sodexo partners will do a cooking demonstration featuring healthy recipes for people with diabetes, including dishes for children.



ROADMAP Award

We're innovators in using information technology to provide patient-centered care. That's why 6K patient care specialist Kristina Holleran, RN (left), and manager, nursing informatics, Jan Wilson, RN, received the Centricity User Exchange Innovation Award for their work to create ROADMAP (Review of All Daily Medical Actions and Plans). As part of our Patient-Centered Experience (PCE) initiative, they developed computer software that compiles data from patients' electronic files and creates an easy-to-read fact sheet that is shared daily with patients and families to keep them informed about their care.

Schedule

For more details on classes (including times, locations and costs), call **610-402-CARE** or visit **lvhn.org** and click "Programs and Events."

Culture of Wellness

Oct. 1, 8, 15, 22 and 29 – Monday Morning Moms

Oct. 1, 10 and 18 – Postpartum Support

Oct. 2, 14 and 29 – Adult Maternity Tours

Oct. 3 and 10 – Baby Care Series

Oct. 3 and 18 – Car Seat Check **FREE**

Oct. 5 – Preparing for Childbirth, Refresher Class

Oct. 9 and 25 – Breastfeeding Baby

Starting Oct. 11 – "Redirecting Children's Behavior" Parenting Series

Oct. 12 and 13 – Preparing for Childbirth, Friday-Saturday Class

Oct. 14 – Sibling Maternity Tour

Oct. 15 – CPR for Family and Friends Class

Oct. 15 – Spanish Maternity Tour

Oct. 16 – Corrective and Protective Skin Care

Oct. 16 – Managing Power Struggles Parent Workshop

Starting Oct. 16 – Preparing for Childbirth, Four-Week Series

Oct. 17 – Redirecting Children's Behavior Refresher Workshop **FREE**

Oct. 20 – Preparing for Childbirth, One-Day Class

Oct. 27 – Baby Care, One-Day Class

Healthy You Program Packages

The Total Group Fitness Package

is a NEW way of offering you a variety of classes in one package, allowing you to take as many classes as you wish on a monthly basis.

Includes these classes (\$36/month)

Boot Camp

Core n More

Interval Express

Yogalatte

Blood Drive

Oct. 11 – Kasych ECC 9 and 10, 10 a.m.–5 p.m.

LVHN Recreation Committee

Travel with the Recreation Committee in 2013.

Extended trips being planned:

March – Paris

April – Costa Rica

May – Bahamas Cruise

July – Myrtle Beach, S.C.

August – Cruise on the Pacific Coast

September – New England Cruise

October – Key West, Fla.

November – Eastern Caribbean Cruise

For details, contact Donna Stout 610-402-2410

VALIC Resilience: Rethink, Rebuild, Retire

To register, visit **valic.com** and enter the code.

Oct. 16 – LVH-M code: LVHBET11AK

Oct. 17 – LVH-CC code: 3773ALL11AN

Oct. 18 – LVH-17 code: LVHALL11AK

Pregnancy and Infant Loss Remembrance Ceremony

Oct. 15, 6:30 p.m. – Kasych, ECC 9, R.S.V.P. to 402-CARE

Employee Discount

Show your ID for 20 percent off at Phoebe Floral (cannot be combined with other offers or on wedding/large event orders).

READ MORE PRIDE in Our People at **lvhn.org/checkup**.

Nightingale Finalists

Jayne Febbraro, CRNP (left), an educational specialist in our division of education, and Carolyn Davidson, PhD, RN, administrator of evidence-based practice and clinical excellence, were recently named finalists for Nightingale Awards of Pennsylvania. The awards recognize and honor exceptional nurses who practice in the state. Our health network has had at least one Nightingale Award finalist in 21 of the 22 years the program has been in existence. Sixteen of our nurses have been named recipients during this period. We'll find out if we can add more names to that list during the Nightingale Awards Gala on Oct. 26.

Musikfest Care

Hundreds of people were glad to see our health care tents at Musikfest, Bethlehem's 10-day music festival. During that time, nearly 1,200 people visited our five tents. Colleagues provided care for cuts, insect bites, heat exhaustion and other ailments. Nearly 400 people stopped in to have their blood pressure checked, and nearly 300 people used our tents as a place to do a quick diaper change. Our presence at Musikfest every year is just one example of your commitment to care for our community.



A Token of Appreciation

Government officials who helped us secure funding for the newly renovated and expanded Children's Clinic at Lehigh Valley Hospital–17th Street were honored during a luncheon and tour in August. (L-r) Our president and chief executive officer Ron Swinfard, MD, welcomed Ellen Millard-Kern, chief of staff for State Sen. Pat Browne, State Rep. Jennifer Mann and Francis Dougherty, managing director for the City of Allentown representing Mayor Ed Pawlowski and his team. The state-of-the-art facility allows our health network to provide high-quality children's care, regardless of ability to pay.



CheckUp is a magazine for employees of

LEHIGH VALLEY HEALTH NETWORK

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2100 Mack Blvd., 5th Floor

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CheckUp, awarded Honorable Mention in
2012 AAMC Awards for Excellence

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HAPPY ANNIVERSARY

October 2012

45 Years

Lester Frable
General Services

40 Years

Scarlet Brenfleck
Pain Management

35 Years

Tammy Anderson
Central Document
Processing

Margaret Dennis
PACU

Rita Mest
Medical Staff Services

Janet Nelson
Hematology Oncology
Assoc.

William Pitsko
Information Services

Colleen Roebuck
Quality

Gary Sicher
Sterile Processing

30 Years

Andrea Burkhardt
Diagnostic Radiology

Denise Knittle
NORI

Darlene Marsteller
LVPG Reimbursement

Jeanette Mazziotta
Information Services

Amy Wisniewski
Home Care

25 Years

Lorri Czipoth
Medical Records

Sheri Fitzgerald
Care Services

Shauna Fitzsimmons
Patient Accounting

Regina Grabowski
Information Services

Jeanne Hoover
Human Resources Admin.

Barbara Keyock
Home Care

Patrick Kramer
Radiation Therapy

Tara Nabozny
NICU

Susan Pummer
Coding Integrity

Deborah Sipos
Home Care

Susan Tredinnick
Heritage Family Practice

Paul Trinkle
Supplier Services

Theresa Valentin
Children's Clinic

20 Years

Michael Adams
MedEvac

Karen Heffelfinger
ASU-PACU/OR

Stephanie Jay
Outreach

Michele Joseph
ASU-PACU/OR

Renee Pretz
MICU/SICU

Daniel Rymond
MedEvac/TeleBurn Rep.

Robin Ulrich
LV Anesthesia Services

15 Years

Darlene Armstead
Emergency Services

Anthony Dimick
ABC Family Pediatricians

Keary Hess
MICU/SICU

Cheryl Jones
Home Care

Brenda Lehr
Children's Clinic

Richard MacKenzie
Emergency Services

James Miller
Information Services

Kerry Miller
Cardiovascular Medicine

Carmen Ozoa
Home Care

Ruby Ryan
Information Services

Kristin Sedler
Respiratory Care Services

10 Years

Julie Antidormi
LV Anesthesia Services

Yudelka Ariza
OB/GYN Associates

Mary Aungst
Mother-Baby Unit

Theresa Berry
Emergency Services

Donette Bulted
Muhlenberg Primary Care

Heather Childress
Employee Health

April Fisch
Diagnostic Radiology

Duane Frey
Diagnostic Radiology

Joanne Gauker
Operating Room

Cynthia Janscak
Transitional Skilled Unit

Joanne Koury
4T Medical-Surgical

Kelly Larue-Vassallo
Pediatric Unit

Diane Lomax
Emergency Services

Jeffrey Maust
Emergency Services

Coleen McAuliffe
Rehab Services

Michelle Mecham
Diagnostic Radiology

Kathleen Mudri
Employee Health

Robert Paranicas
Prog. Coronary Care Unit

Michelle Parker
Muhlenberg Primary Care

Jason Peters
Surgical Specialists/Trauma

Denise Pisciotta
6B Renal/Medical-Surgical

Luis Puentes
Emergency Preparedness

Suzanne Puentes
Women & Children

Stephen Sabo
Infectious Diseases

Bradley Sanford
Information Services

Jane Stoll
5K Medical-Surgical

Laura Wall
Medical Records

Doris Williams
Hospice

5 Years

Amanda Badach
5K Medical-Surgical

Jennifer Bednar
Case Management

Patrice Behrens
LVPG Financial Planning

Lauren Brown
MICU/SICU

Robyn Cimerol
Community Health

Jennifer Clinton
Prog. Coronary Care Unit

Judith Colombo
LVPG

Latasha Connor
Community Health

Lucille Demeter
Radiation Oncology

Tracy Dotter
Lehigh Neurology

Thomas Gallagher
Courier Services

Karen Greb
Development

Mary Green
Home Care

Natalie Hagen
Guidance Program

Kalman Illyes
Engineering

Jessica Jennings
Pleasant Valley Family
Practice

Keisha Kelly
Muhlenberg Primary Care

Donna Knox
Trexler Medical Center

Theresa Kunkle
Nursing Float Pool

Jay Kupiszewski
Clinical Engineering

Jie Lum
4T Medical-Surgical

Nichlas Male
Pharmacy

Amanda Maurer
ER Coding

Elizabeth Melchor
Case Mgmt.-Compliance

Lori Merkel
Pediatric Rehabilitation

Erin Miller
Operating Room

Sandra Moyer
Nursing Float Pool

Michele Naugle
OACIS

Scott Neifert
Supply Distribution Services

Sara Page
NSICU

Glen Paules
Linen Services

Tracey Petzold
Case Mgmt.-Compliance

Heather Readinger
Moselem Springs Health
Center

Kelly Reitz
ABC Family Pediatricians

Orlando Rivera
Heart & Vascular Center

Irma Rivera
Health Spectrum Pharmacy

Jennifer Rohlfing
Diagnostic Care Center

Roxane Romano
Nurse Staffing Office

Samuel Ruckhardt
Operating Room

Beata Schaible
Muhlenberg Primary Care

Scott Schreckinger
CAT Scanning

Jenna Smith
Cardiac ICU

Patricia Spanitz
Health Spectrum Pharmacy

Susan Speer
Community Health

Nghi Su-Richardson
LV Anesthesia Services

Marc Joseph Torres
Risk Assessment Program

Karen Ulmen
Benefits Verification

Jessie Vicari
Southside Family Medicine

David Weitzel
Information Services

Christine Yenshaw
Community Health

Megan Zeigler
Operating Room

Kathryn Ziegenfus
Danielsville Family Practice

Jessica Zobel
6B Renal Medical-Surgical